



**Public Job Centres - Emilia
Romagna Region**

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ISFOL



Labour market Emilia Romagna

Resident population:	4,338,000 in 9 provinces
Employed:	1,958,000 (867,000 ♀ and 1,091,000 ♂).
Unemployed:	102,000 (52,000 ♀ and 50,000 ♂).
Employment:	62.7% services, 33.6% Industry 3.7% Agriculture.

Rates	Emilia-Romagna (a)	Italy (a)	Average UE 27 (d)
Activity	72,1	62,1	70,9
Employment	68,5	57,5	65,9
Unemployment	4,9	7,3	7,0

(a) III three-month period 2009 - Rilevazione Continua delle Forze di Lavoro – Istat

(d) Employment in Europe 2009 (2008)

Regional laws

Regional law no. 12/2003: This law aims at providing equal opportunities in the access to knowledge, which should be provided to every one and during the whole life span. To do this, education and vocational training shall be strengthened and integrated among each other.

Regional law no. 17/2005: Laws aiming at supporting employment, as well as its quality, safety and regularity.

Regional laws

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It also proposes:

A Regional Tripartite Committee (Region, Trade Unions and Employers' Associations) - where proposals, monitoring and assessments activities can be carried out both on the education system and on employment-related policies. This Committee shall express opinions.

Consultation at local level – Each Province shall establish a Consultation Committee

Regional laws

Law no. 17/2005: Laws aiming at supporting employment, as well as its quality, safety and regularity.

It also proposes:

Fostering stable employment: benefits, grants, external career

Reconciling work and family life: service grants

Minimize the negative effects of business crisis: requalification of workers

Strengthen and qualify the regional system of employment services: exclusive competence of the public sector for communication activities (hiring a new worker) and certifications (status of unemployment). Other services (guidance, counselling for the Skills Balance) might be provided by qualified bodies.

Job Centres

Every Emilia Romagna province, in its autonomy, defines the services and the organizational model

Services offered to citizens:

- *information and reception*
- *individual guidance (employment and training);*
- *Pre-selection interviews and matching demand and offer.*

Services offered to companies:

- *collection of staff requests (analysis of labor demand, database).*
- *pre-selection and matching demand and offer*
- *advice on the legislation (disability, protected categories, administrative procedures, facilities and benefits).*
- *training internships (informative interview, convention for the activation of the internship, training project definition)*

Performance and minimum standards Job Centres

In July 2009 deliberation n. 1224/2009 defined minimum standard:

- 1. Providing information** (reception activities, information on services available, training and job opportunities, referral to other local services). Time: 30 min.
- 2. Access to services** (obtaining and checking personal data, enrolment, issue of a certificate attesting the immediate availability, signing the service agreement). Time: 30 min.
- 3. Individual guidance interview** (obtaining/providing information, assessing each individual 'case', completing the service agreement, if necessary). Time: 60 min. (also in multiple sessions).
- 4. Group guidance interview** (obtaining/providing information, completing the service agreement, if necessary). Time: 240 min. in groups with 6/15 workers (multiple sessions allowed).

Performance and minimum standards

Job Centres

- 1. Guidance counselling** (guidance and self-promotion activities). Time: 90 min.; each worker shall have maximum 3 sessions.
- 2. Seminars/Workshops for an active job-searching** (guidance and self-promotion group activities). Time: 300 min. in groups with 6/15 workers. Each worker shall have maximum 3 sessions.
- 3. Organizing training/career guidance/work placement internships** (actions to support work placement and training). Time: 720 min.; it is possible to use this activity again if new internships are organized.
- 4. Personal work placement assistance** (actions supporting work placement and training). Time: 1200 min.; each worker may use several sessions.

Performance and minimum standards

Job Centres

- 1. Broking activities** (carrying out pre-selection interviews to collect information on previous work experiences; identify the most appropriate candidates and report them to employers). Time: 60 min.; each worker may use several sessions.
- 2. Matching demand and offer** (matching job applications and job offers, check applicants' availability, reporting to employers the short list of selected profiles). Time: 300 min.; each worker may use several sessions.
- 3. Enrolling in the 'mobility lists'** (enrolling in the 'mobility lists' which were designed by the applicable regulations in order to obtain work placement and training support). Time: 30 min.
- 4. Assessment interview** (assessing the guidance counselling process or the individual plan of action). Time: 60 min; each worker may use several sessions.